

toptable connect

USER MANUAL

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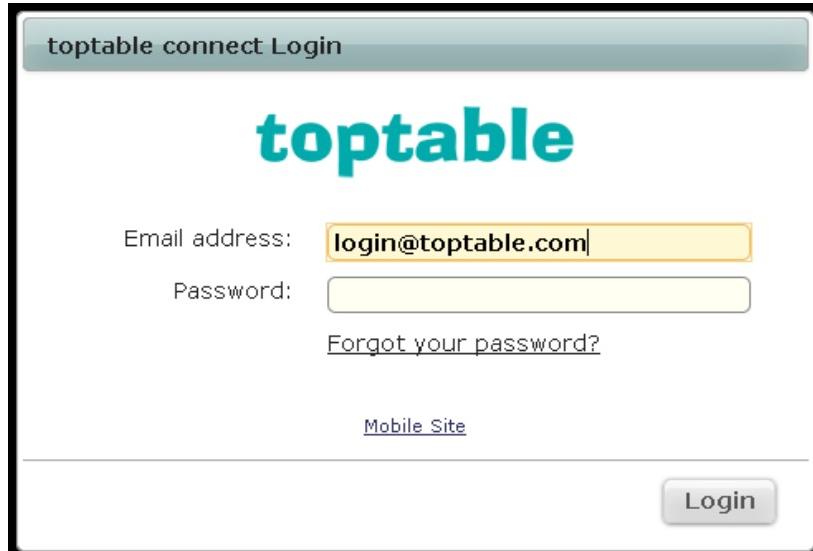
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INTRODUCTION

Welcome to toptable connect! This user manual will guide you through the initial setup and day to day use of the toptable connect product.

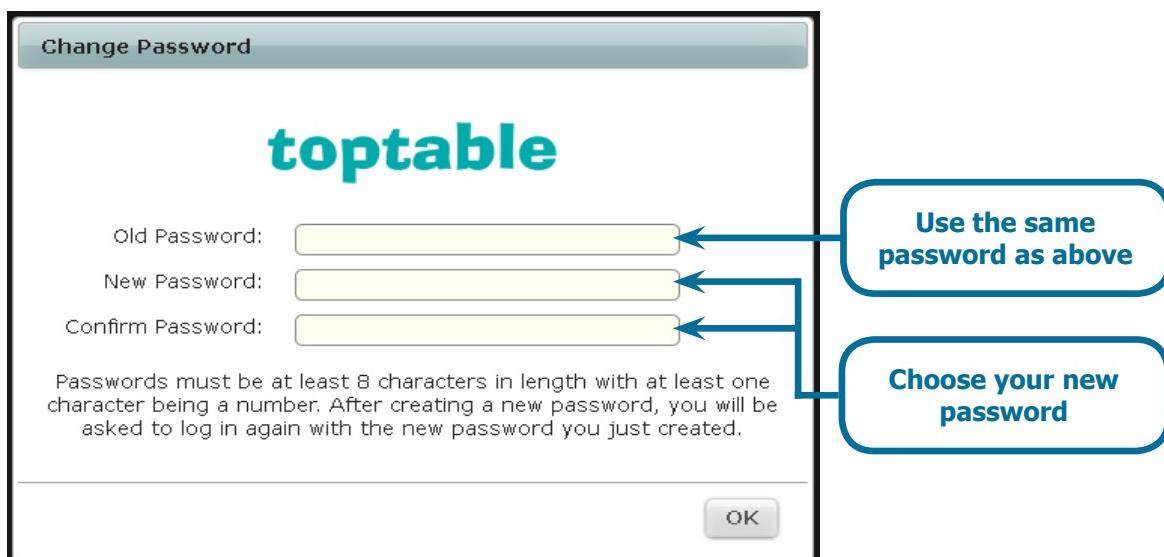
LOGGING IN TO YOUR TOPTABLE CONNECT ACCOUNT

1 - Login to connect.toptable.com - Use the credentials that your project coordinator provided to you in the Step 2 email.



If you do not have the email containing your credentials, please contact your Project Coordinator

2 - Create your own unique password - Upon your first log-in, you will be asked to create a new password. Your new password must contain eight (8) characters with at least one (1) number.



Once you have created your new Password, the system will require you to login using the new password you just created.

EDITING YOUR AVAILABILITY

Bookings Dashboard

Each time you log in to your toptable connect account, you will be directed to the Bookings Dashboard where you can see an overview of the month's shifts.

Select Monthly or Daily View

Change the date range

Click on a day to view further details

The Monthly View of the Bookings Dashboard is also where you can see which shifts have bookings, as well as any shifts you have closed or locked.

Mouse over a day to get a booking summary

The lunch shift on this day has been closed

Bookings for the dinner shift on this day have been stopped

Daily View

The Daily View is where you can view a list of the bookings that have been made for a given day. Bookings are displayed in the shift for which they were made.

Bookings Dashboard

Lunch 11:00 - 14:00 1 Booking / 2 Covers Covers available: 38

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
13:00	Diner, Joe	2	07700 900179	I'll be celebrating my birthday.	06/05	50% off food	

Dinner 17:00 - 22:00 2 Bookings / 6 Covers Covers available: 34

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
19:30	Cartal, Andy	2	07700 900789		06/05		
20:00	Jones, David	4	07700 900179		06/05		

Clicking on the booking name will display the Booking Details pop-up, where you can see booking notes, phone number, & email (if customer opted to provide it). You will also be able to see any offer the diner may have selected when they made the booking.

Changes to the time, date and party size for the booking can be made through the Booking Details pop-up.

Booking Details

Booking on Tuesday 10/05/2011

13:00

Last Name Diner First Name Kate

Covers 2

Phone Type Mobile Phone 07700 900502

Email

Email address is displayed only if diner opts in to receive marketing emails.

Booking Notes
I'm bringing a bottle of wine.

Offer
50% off food

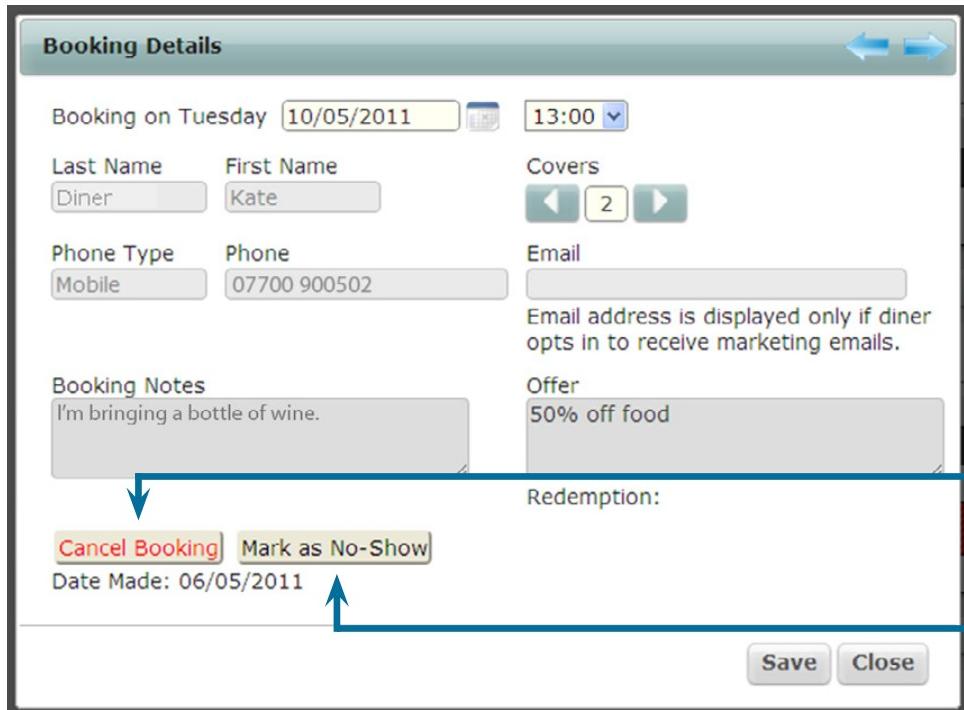
Redemption:

Cancel Booking **Mark as No-Show**

Date Made: 06/05/2011

Save **Close**

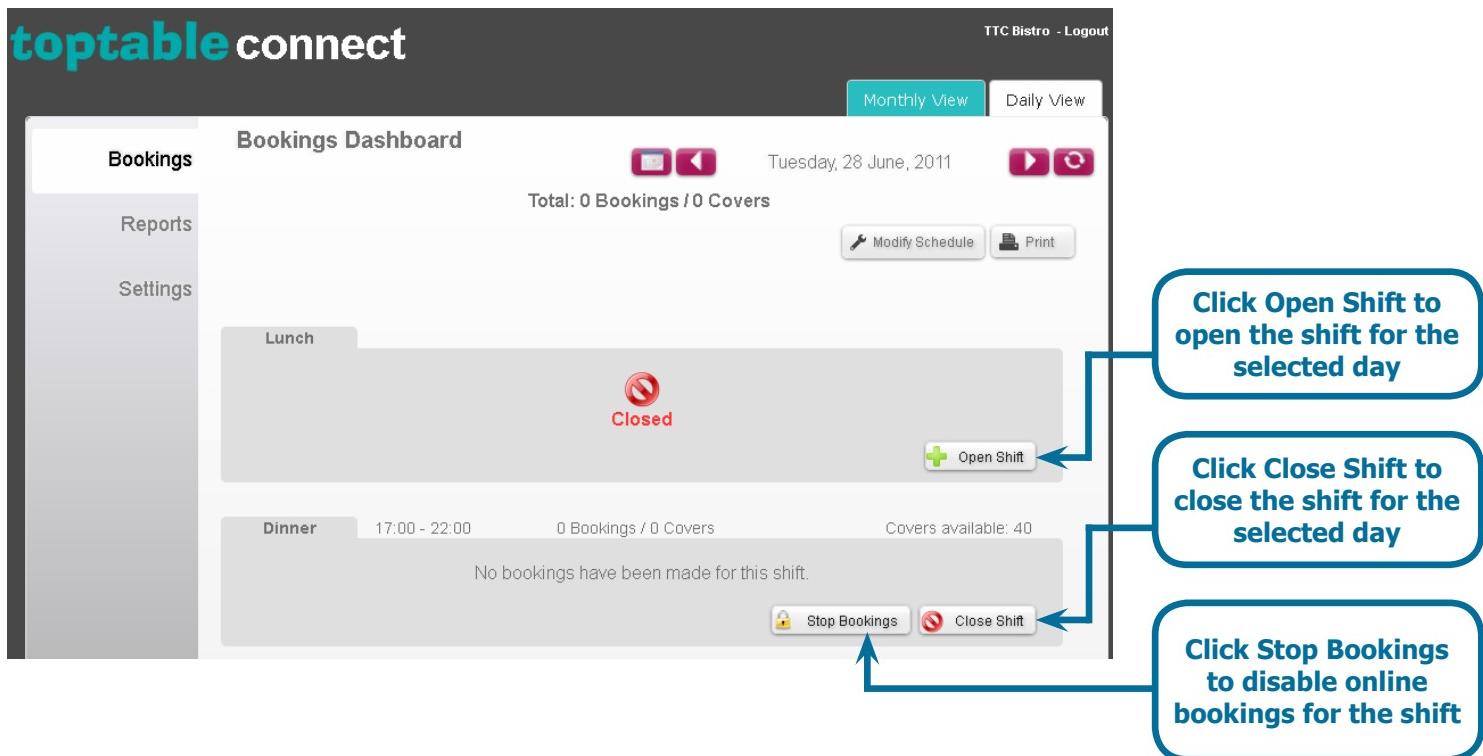
In the Booking Details pop-up you can also Cancel or No-Show bookings. The No-Show button will remain inactive until the time of the booking, at which point it will become active and you can use it to no-show bookings.



You have **up to 48 hours** after the booking time to no-show a booking or to change the party size to reflect the number of guests that actually arrived at your restaurant.

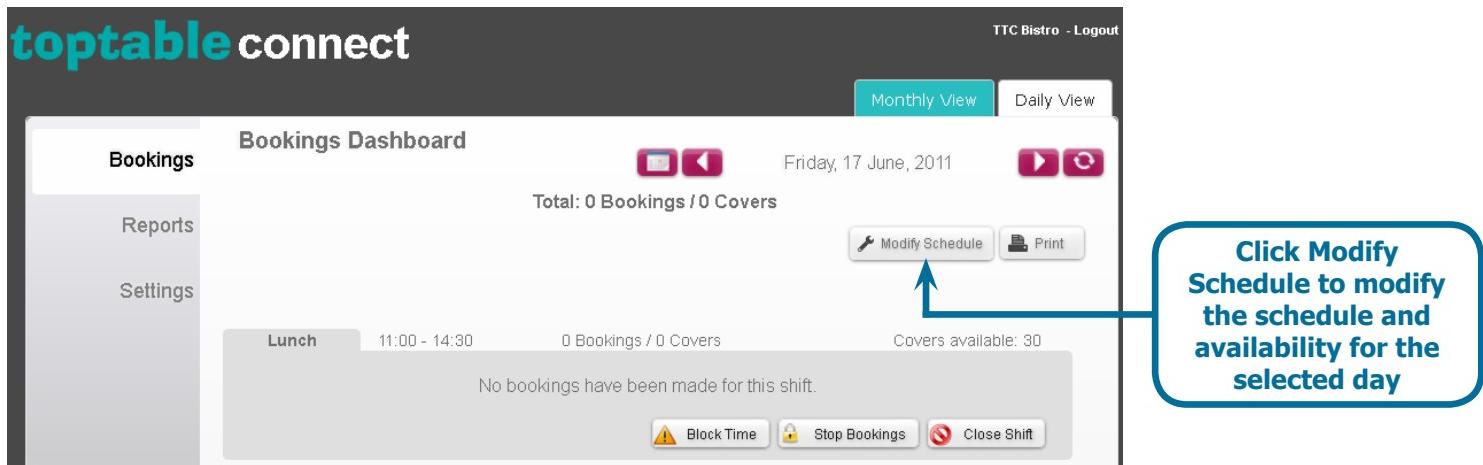
Making Changes to Shifts from the Daily View

In the Daily View, click Open Shift, Close Shift or Stop Bookings at the bottom of each shift to modify that shift. Using these controls will only affect the shift you have selected and will not alter any other days. Closing a shift for instance will only close the shift for the modified day and will not apply to the same date in the future.

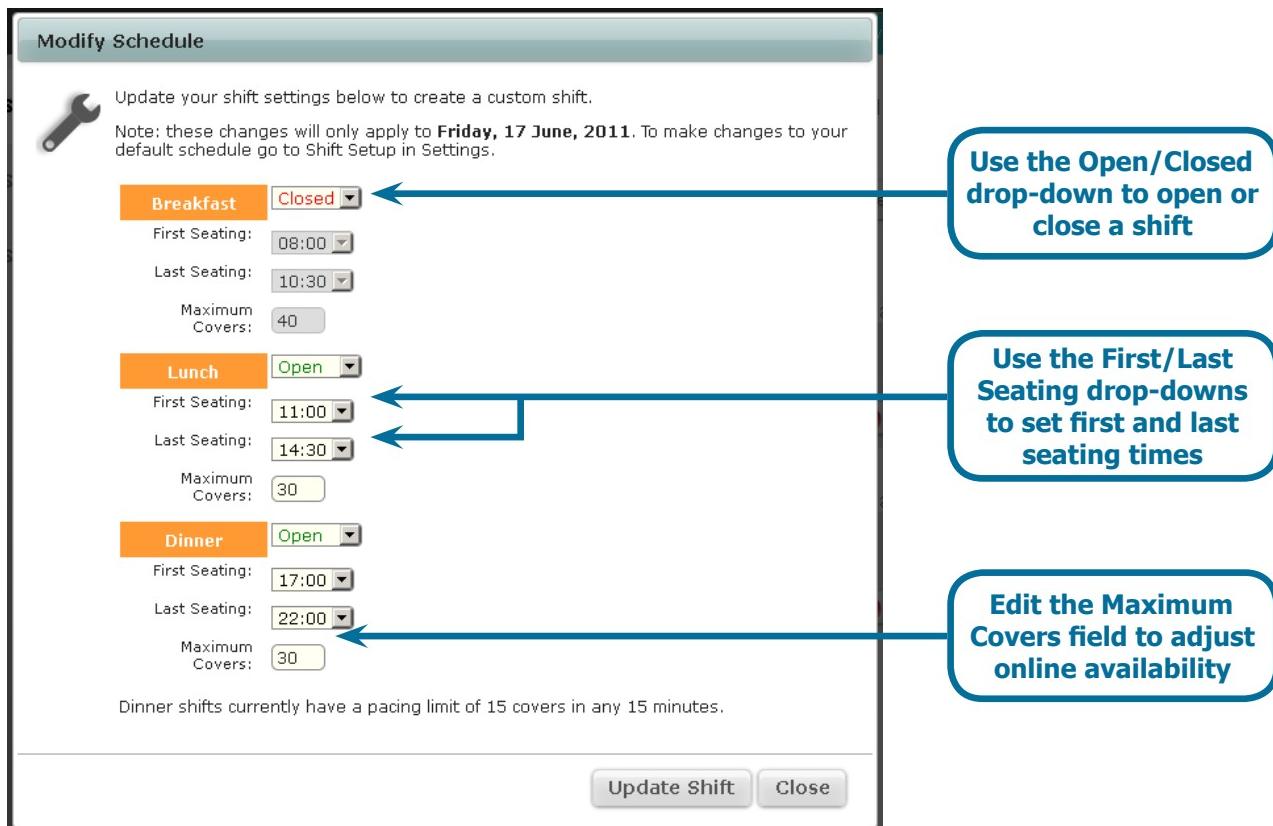


You can also click the Modify Schedule button to make changes to your schedule, as well as adjust online availability.

On days that have a modified schedule, the Modify Schedule button will have a purple background.



In the Modify Schedule menu, you can open or close shifts, change shift start or end times, and adjust the maximum number of covers available to be booked online. Similarly to making changes to shifts in the Daily View, changes made in the Modify Schedule Menu will only be applied to the selected day.

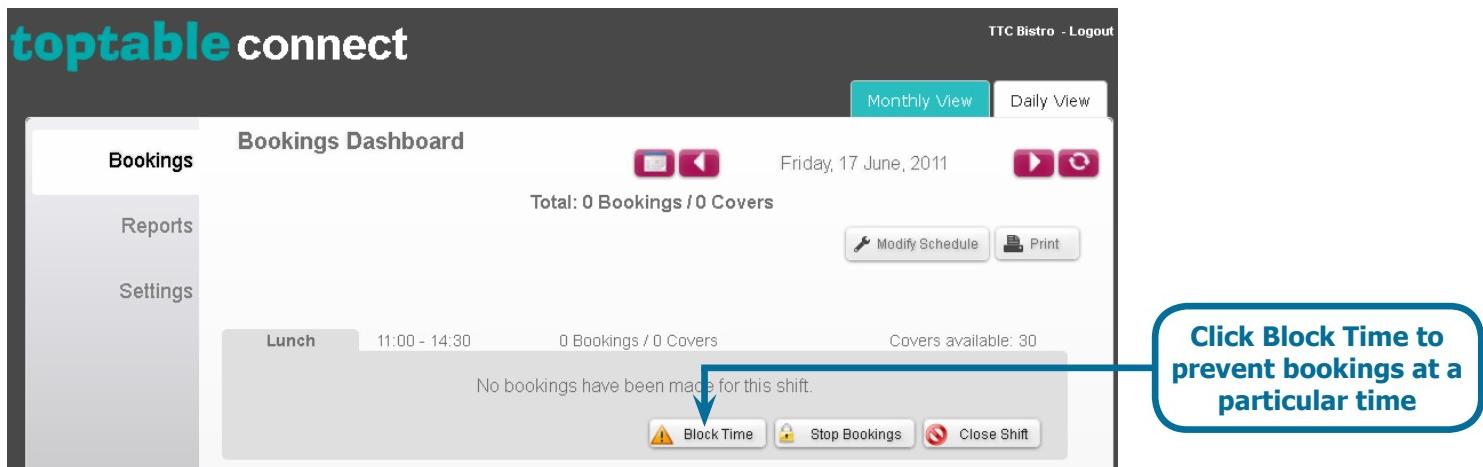


!

If your restaurant is closed for any reason, be sure to close that shift/day in the toptable connect system. **Failure to do so could result in one of your diners arriving to a closed door!**

Block Times for the Current Shift

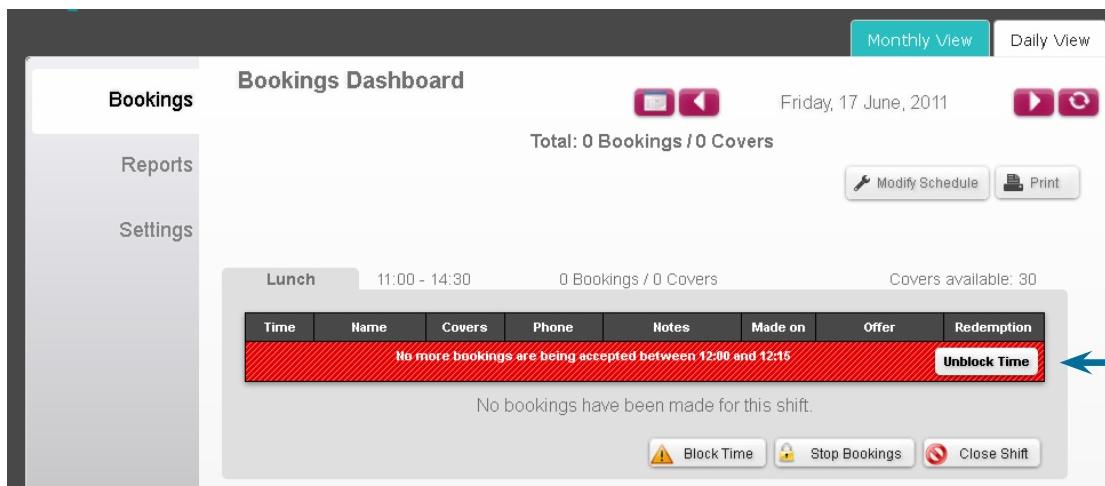
In the Daily View, click Block Time at the bottom of a shift to prevent additional bookings from being made for a particular time within that shift.



In the Add a Closure dialogue, select the time from the drop-down that you would like to block and click Save.



The time you selected will now be blocked and will no longer be available to be booked online. Times which already have bookings can also be blocked without affecting those existing bookings. You can unblock a time by clicking on the Unblock Time button next to the time you wish to unblock.



REPORTS

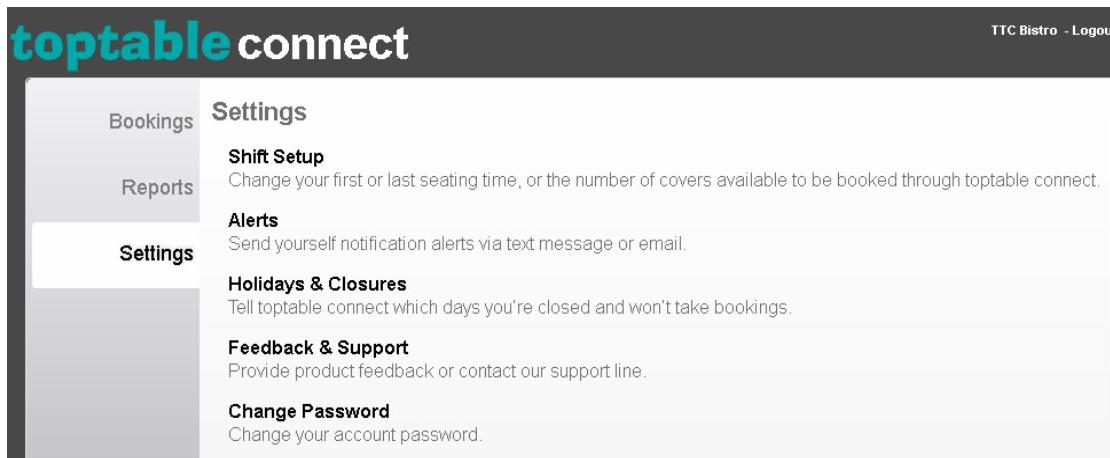
Booking & Cancellation

In the Booking & Cancellation section of the Reports menu, you can run reports on the number of bookings, cancellations and no-shows for a specific day or a date range.



MODIFY YOUR TOPTABLE CONNECT SETTINGS

The settings for your totable connect account can be adjusted in the Settings menu.



Shift Setup

The Shift Setup menu is where you can make changes to your default schedule which will be applied to all future days. Set which shifts are open on which days of the week and when each shift starts or ends. This is also where you can set your pacing, which is the maximum number of covers available to be booked online per 15 or 30 minute period.

Shift Setup

1 Which of the following shifts does your restaurant normally have? (Check all that apply)

Breakfast Lunch Dinner

2 Which days of the week are you normally open for the following shifts?

Lunch	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open?	Open	Closed	Open	Open	Open	Open	Open
First Seating:	11:00	11:00	11:00	11:00	11:00	11:00	11:00
Last Seating:	14:30	14:30	14:30	14:30	14:30	14:30	14:30
Maximum Covers:	30	30	30	30	30	40	40

Pacing Limit: For my Lunch shift, limit bookings to no more than 20 covers in any 15 minute range. [What's this?](#)

Dinner	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open?	Closed	Open	Open	Open	Open	Open	Closed
First Seating:	17:00	17:00	17:00	17:00	17:00	17:00	17:00
Last Seating:	22:00	22:00	22:00	22:00	22:00	22:00	22:00
Maximum Covers:	40	40	40	40	30	30	40

Pacing Limit: For my Dinner shift, limit bookings to no more than 15 covers in any 15 minute range. [What's this?](#)

3 What is the largest party size you can accommodate for a single booking?

12 people

Save Cancel

Alerts

Set up alerts to receive a text message and/or email notifications for new reservations or to receive summaries of upcoming reservations. You can also setup optional phone call alerts as a way of being notified of same day reservations.

To configure **text message** alerts, check the Text Message box to open the configuration menu. You can enter up to five phone numbers to which text message alerts will be sent, simply click the Add Another Phone Number button to add more numbers.

The screenshot shows the 'Alerts' configuration page under the 'Settings' tab. It includes fields for entering a mobile phone number, selecting a time threshold for alerts, and configuring text message summaries for upcoming bookings. Arrows point from three callout boxes on the right to specific sections of the form:

- Enter a mobile phone number**: Points to the 'Mobile number' input field.
- Select the time threshold for alerts**: Points to the dropdown menu for selecting the time threshold.
- Configure text message summaries of your upcoming bookings**: Points to the summary configuration section.

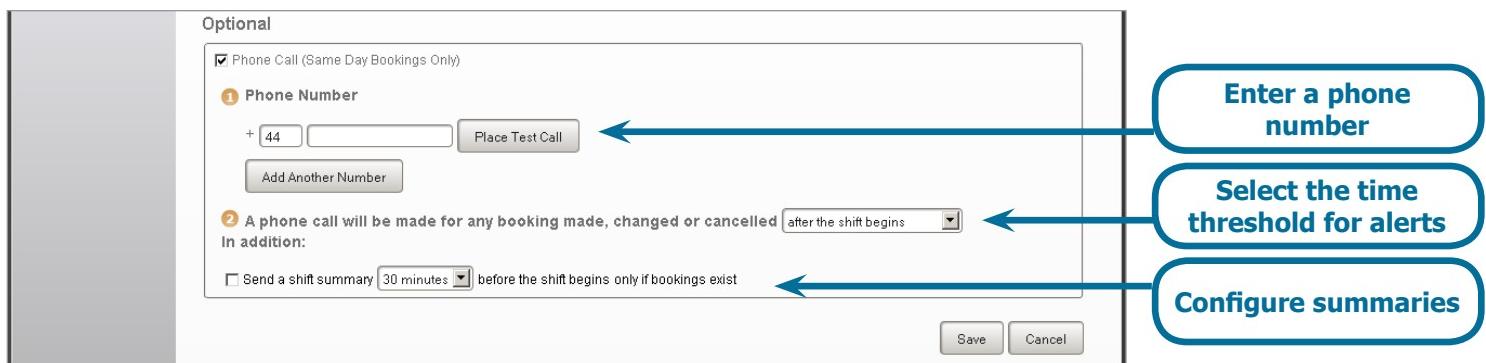
To configure **email alerts**, check the Email box. You're required to enter at least two email addresses to which alerts will be sent.

The screenshot shows the 'Alerts' configuration page under the 'Settings' tab, specifically for email alerts. It includes fields for entering email addresses, selecting a time threshold for alerts, and configuring email summaries for upcoming bookings. Arrows point from three callout boxes on the right to specific sections of the form:

- Enter at least 2 email addresses**: Points to the 'Email Address' input field.
- Select the time threshold for alerts**: Points to the dropdown menu for selecting the time threshold.
- Configure email summaries of your upcoming bookings**: Points to the summary configuration section.

NOTE: For both text message and email alerts, if on step 2 you choose any option other than "for all future days," you'll be required to receive summary alerts. Otherwise, the summaries are optional.

To configure optional **phone call alerts**, check the Phone Call box to open the configuration menu. You can enter multiple phone numbers to which automated phone alerts will be sent and the Place Test Call button will let you test the phone numbers you've entered.



Holidays and Closures

By default toptable connect comes preconfigured with major holidays closed. You can choose to set these holidays to open in order to take online bookings for those days.

toptable connect TTC Bistro - Logout

Bookings **Holidays & Closures**

Reports

Settings

Please confirm the following dates as holidays in which your restaurant will be closed. Diners will NOT be able to make a booking on these dates:

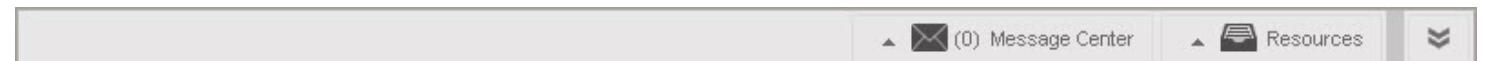
Holiday	Day of Year	Open	Closed
New Year's Day	1 January	<input type="radio"/>	<input checked="" type="radio"/>
Valentine's Day	14 February	<input checked="" type="radio"/>	<input type="radio"/>
Mother's Day	Middle Sunday in Lent	<input checked="" type="radio"/>	<input type="radio"/>
Christmas Day	25 December	<input type="radio"/>	<input checked="" type="radio"/>
Boxing Day	26 December or thereabouts	<input type="radio"/>	<input checked="" type="radio"/>

Please list out any additional dates you will be closed below. No shifts will be open for booking.

Set holidays to open or closed

Add another closed day

MESSAGE CENTER



The Message Center can be found at the bottom of each page of the toptable connect website, and is where you will receive important messages and updates from toptable regarding your account and the toptable connect product. Under the Resources section, you'll find links to valuable toptable resources.

ADDITIONAL TOPTABLE CONNECT DETAILS

Shift Times

If a lunch shift is offered, the times between 12:00 – 13:00 must be available for online bookings. If a dinner shift is offered, the times between 19:00 – 21:00 must be available for online bookings

Cancellations, No-Shows, and Party Size Changes

Restaurants must mark a booking as cancelled or no-show or change the party size within 48 hours after the booking day and time. After that, the diners are assumed to have been seated and honored the booking.

Day of Week Availability

For each shift that has been selected (breakfast, lunch, dinner), at least one day of the week must be open and available for online bookings.

Inventory Availability

Each open shift is set to accept up to 40 covers by default during the shift.

Maximum Party Size

Each restaurant is set to accept parties up to 20 people by default for any open shifts.

Alert Options

Restaurants can receive booking alerts via text message or email. An alert will automatically be sent every time a booking is made, changed, or cancelled.